



THE AUSTRALIAN  
**real estate**  
TRAINING COLLEGE

# ASSESSMENT TASK

## CPPREP4001 PREPARE FOR PROFESSIONAL PRACTICE IN REAL ESTATE

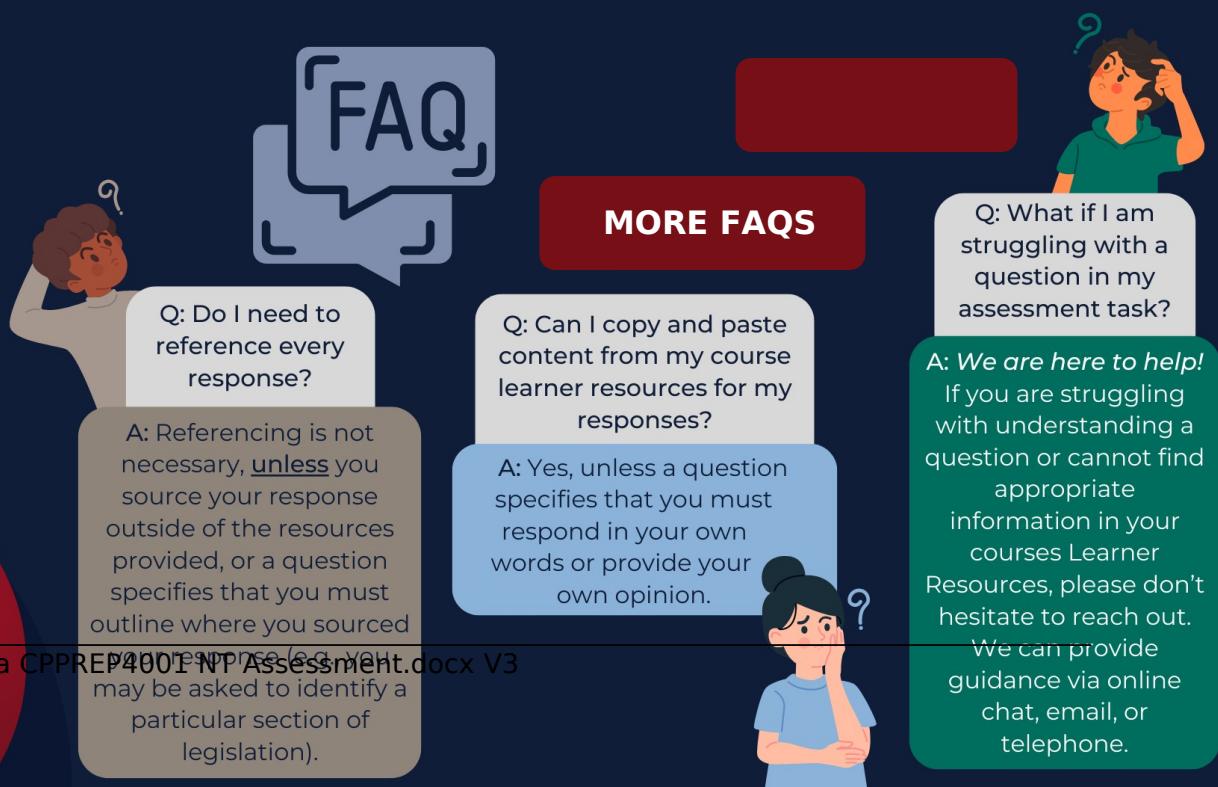
*By submitting this work, I confirm that I agree to the College policy on original submissions. The work submitted herewith is my own work and is original.*

**IMPORTANT:** This assessment task must be saved and uploaded to the Student Portal **as a Microsoft Word document**. Any associated documents (e.g., forms and templates) may be uploaded in chosen format.

# SUMMARY OF RESULTS

Assessor to complete. Refer to individual questions for more in-depth detail.

	<b>C or NYC</b>	<b>Resubmission required?</b> <i>Please specify assessment task and question number.</i>	<b>Date</b>
<b>First submission :</b>	NYC	Yes – Refer to feedback highlighted in AQUA.	26/09/2024
<b>Submission no. ___:</b> <i>Additional rows may be added for further submissions.</i>			
<b>Final submission :</b>			



**FAQ**

**MORE FAQS**

**Q: Do I need to reference every response?**

**A: Referencing is not necessary, unless you source your response outside of the resources provided, or a question specifies that you must outline where you sourced the information (e.g. you may be asked to identify a particular section of legislation).**

**Q: Can I copy and paste content from my course learner resources for my responses?**

**A: Yes, unless a question specifies that you must respond in your own words or provide your own opinion.**

**Q: What if I am struggling with a question in my assessment task?**

**A: We are here to help!**  
If you are struggling with understanding a question or cannot find appropriate information in your courses Learner Resources, please don't hesitate to reach out. We can provide guidance via online chat, email, or telephone.

**IMPORTANT:** Please attempt each question. A 'Not yet competent' result will be issued automatically where any questions have been left blank. Please feel free to contact us if you would like support or guidance.

### ASSESSMENT TASK 1 – Multiple Choice Questions

Please review the questions below and select the correct answer, e.g., **a** or **b**

1. Transactions that may be completed by a real estate agent include:

*You may choose more than one response.*

- a. purchase of houses or land
- b. sale of business
- c. sale of land and houses
- d. lease of property
- e. auction

Assessor feedback	Date

*For assessors only.*

2. A real estate agent may have relations and business dealings with:

- a. vendors
- b. property buyers
- c. landlords/rental provider/lessee
- d. tenants/renter
- e. business owners
- f. third parties involved in the property transaction
- g. all above

Assessor feedback	Date

*For assessors only.*

3. Looking at the agency/principal relationship, select which of the following relate to the principal.

*You may choose more than one option.*

- a. the person who instructs the real estate agent
- b. the person who represents the agency
- c. generally, the property owner
- d. pays commission or fees in relation to services carried out
- e. signs a written agreement with the agent
- f. a person wanting to buy a property for themselves
- g. a buyer's agent acting with authority to purchase on behalf of another person

Assessor feedback	Date

*For assessors only.*

4. Looking at the agency/principal relationship, select which of the following relates to the agent.

- a. is authorised by written agreement to represent the principal
- b. a buyer's agent acting with authority to purchase a property for a person
- c. is authorised to collect a fee or commission on completion of a successful property transaction
- d. a person acting on behalf of a property seller
- e. signs a written agreement with the property owner
- f. a person wanting to sell a property
- g. usually has a share in property ownership
- h. all above
- i. a, b, c, and e only

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

5. Looking at real estate business ownership, a sole trader means:

- a. there are partners in joint ownership where one partner is senior, and the other is junior
- b. one person making the business decisions
- c. it is owned by shareholders

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

6. In the form of organisational structure, a franchise means:

- a. a non-profit group of independent real estate agencies who join
- b. there are no permanent formal ties with other agents
- c. allowing one business to operate under the trading name of another business' established brand and sell its products and/or services for a specified period

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

7. Landlords and agents have the right to choose the most suitable applicant for the property but are not allowed to unfairly discriminate. It is against the law to discriminate against:

- a. race

- b. sex
- c. pregnancy
- d. marital status
- e. disability
- f. sexuality
- g. age
- h. gender
- i. all above

<b>Assessor feedback</b>	<b>Date</b>

For assessors only.

8. It is not against the law if the landlord or agent does not want smokers, tenants with poor tenancy history or people who have had an issue with rent payments.

- a. true
- b. false

<b>Assessor feedback</b>	<b>Date</b>

For assessors only.

9. Indirect discrimination means?

- a. treating everyone the same but in a way that ends up being unfair to a specific group of people
- b. treating one person less favourably than another because of particular attributes
- c. both above

<b>Assessor feedback</b>	<b>Date</b>

For assessors only.

10. When considering working in real estate, there are certain requirements to be met. All applicants for a personal licence or registration must prove that which of the following requirements?

*You may choose more than one option.*

- a. age eligibility
- b. they are a fit and proper person
- c. have the qualifications required
- d. are not a disqualified person

<b>Assessor feedback</b>	<b>Date</b>

For assessors only.

11. Awards are legal documents that outline the minimum pay rates and conditions of employment. Use the *Fair Work Australia award finder* to find and confirm the relevant award for working in the real estate sector as a *real estate agent's representative*.

- a. Clerks - Private Sector Award
- b. Real Estate Industry Award**
- c. Property Award

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

12. Looking at the real estate payment award *Types of employment*, an agent can be engaged under terms and conditions of...?

- a. full-time employment
- b. part-time employment
- c. casual employment
- d. any of the above**

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

13. Employers must give every new employee a copy of the Fair Work Information Statement when they start their new job. This new provides employees with information about their conditions of employment and includes information on:

- a. the National Employment Standards
- b. right to request flexible working arrangements
- c. modern awards
- d. making agreements under the Fair Work Act 2009
- e. individual flexibility arrangements
- f. freedom of association and workplace rights (general protections)
- g. termination of employment
- h. right of entry
- i. the role of the Fair Work Ombudsman and the Fair Work Commission
- j. work travel arrangements
- k. all above
- l. a to i only**

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

14. Research the Fair Work Information Statement. When considering personal leave, which of the following is correct? *You can select more than one option.*

- a. also known as 'Sick leave' and 'Carer's leave'**
- b. allows an employee take time off to help them deal with personal illness**

- c. allows time off for caring responsibilities and family emergencies
- d. can be used when an employee is ill or injured
- e. unused personal leave does not carry over to the next year of employment
- f. all employees except casuals are entitled to paid sick and carer's leave
- g. full time employees are allocated 10 days each year
- h. part-time employees' allocation is pro rata of 10 days each year depending on their hours of work
- i. can be used as holiday if not taken in the year allocated

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

15. One of the key areas to be an effective communicator is to be a good listener; in particular, an empathetic listener. Empathetic listening may include:

- a. recognising feelings and emotions
- b. making value judgements
- c. advising the client your time is valuable and that you will allocate a few minutes to listen

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

16. Steps to address a client complaint may include:

- a. listen and identify the problem
- b. act - offer and provide a solution as soon as possible
- c. investigate why the complaint arose
- d. learn from the complaint
- e. all above
- f. a and d only

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

## ASSESSMENT TASK 2 – Short Answer Questions

**Please review the questions below and answer in 200 words / 1-2 paragraphs or less (unless advised otherwise).**

1. In your own words, explain what you understand real estate to mean.

### ***Student response***

Real estate means real property that is associated with owning or using the property. It can be used as residential, commercial or industrial purposes in the form of land, building or industries. Real estate agent plays a vital role for the process of buying, selling, renting and managing the properties to buyers, sellers, landlords and tenants. The real estate agent should know the markets trends, values, legal requirements and financial considerations.

*Please enter your response in the blue space above.*

<b><i>Assessor feedback</i></b>	<b><i>Date</i></b>

*For assessors only.*

2. Real estate agents can perform different roles in an agency. Explain the duties/tasks that may be carried out by at least four (4) of the following listed roles, whether agents are licenced or registered.
  - a. Residential real estate salesperson
  - b. Residential property manager
  - c. Buyer's agent
  - d. Property management business development manager
  - e. Real estate auctioneer
  - f. Business broker

### ***Student response***

**a. Residential real estate salesperson:**

A residential real estate salesperson facilitates the buying and selling of residential properties. Their duties include listing properties for sale, advertising, arranging inspections, estimating market value, advising sellers on pricing, and negotiating with buyers. They also draw up legal agreements between sellers and buyers and help with the overall process from property viewings to final transactions.

**b. Residential property manager:**

A residential property manager is responsible for managing rental properties on behalf of landlords. Their tasks include finding suitable tenants, preparing lease agreements, handling rent collection, managing property maintenance and repairs, conducting inspections, and ensuring that the property is well-maintained. They may also deal with tenant inquiries and complaints.

**c. Buyer's agent:**

A buyer's agent represents the interests of property buyers. Their primary tasks are assessing buyers' needs, identifying potential properties, and guiding clients through the purchasing process. They take prospective buyers to property inspections, advise on the merits of the properties, and negotiate purchase terms with sellers or their agents..

**d. Real estate auctioneer:**

A real estate auctioneer conducts public sales of properties to the highest bidder. They explain auction terms, manage the bidding process, and oversee the final sale. Auctioneers also communicate with sellers to determine reserve prices and ensure transparency throughout the auction.

*Please enter your response in the blue space above.*

Assessor feedback	Date
Well explained	

*For assessors only.*

3. Name the pieces of legislation that are used in the work practice of a real estate agent. Where are these pieces of legislation found?

**Student response**

The work practice of a real estate agent is governed by several key pieces of legislation. These include the **Agents Licensing Act 1979**, which regulates the licensing and conduct of agents, and the **Agents Licensing Regulation 1979**, which provides further detailed rules about agents' responsibilities. Other critical laws include the **Residential Tenancies Act 1999**, which governs the rights and responsibilities of landlords and tenants, and the **Law of Property Act 2000**, covering property transactions and rights. Additionally, the **Auctioneers Act 1935** regulates auction practices in real estate.

These pieces of legislation can be found through **NT.GOV.AU**, which is the Northern Territory government's official portal providing resources and guidelines related to real estate, property transactions, licensing, and consumer protection.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>
<b>These are all well researched.</b>	

*For assessors only.*

4. Explain, in your own words, how the agency-principal (vendor/landlord) relationship works.

<b>Student response</b>
<p>The agency-principal relations in real-estate work as, the principal—a vendor or landlord—hires a real estate agent—the agency—to represent their interests in a property transaction. When it comes to selling a home or managing a rental, the principal grants the agent permission to act on their behalf. A written agreement that specifies the agent's duties, including locating tenants or buyers, settling conditions, and managing transactions, is used to formalise this relationship.</p> <p>Acting in the principal's best interest is the agent's legal duty; this fiduciary duty necessitates honesty, and complete disclosure. When an agent closes a deal on a sale or lease, the principal pays them, usually in commissions.</p>

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

5. There are four (4) main forms in which a business may be owned and operated by a licenced real estate agent. **In your own words**, provide a brief explanation of each of the following.

- company
- sole trader
- partnership
- trust

<b>Student response</b>
<p><b>a. Company:</b></p> <p>A business structure that has a separate legal entity from its owners, which is owned by shareholders and managed by directors. Limited liability protection are provided to its owners. Company has more option to raise capital and issue share of stock which can attract investor to grow their fund.</p>

**b. Sole Trader:**

A sole trader is a single business owner. In this business module owner is responsible for all the decision and liabilities. This is a simple business structure which gives owner the full control which simply means owner is liable for all the business debts.

**c. Partnership:**

A partnership is a relationship of two or more people who run the business together. In this business module partners contribute the capital, share the profit as per the percentage they sign the contract and are equally responsible for the debts and obligations of the business. It is easy and cheap to set up.

**d. Trust:**

In a trust, property is managed or held by a trustee for the benefit of one or more people or organisations. Trusts offer some benefits on tax also asset protection, but they require legal structuring and administration.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

**6. Regarding consumer protection, answer the following:**

- Give your own explanation of consumer protection.
- What does the consumer protection legislation target in terms of real estate transactions specifically?

**Student response**

**a. Explanation of consumer protection:**

Consumer protection refers to the laws and regulations created to protect consumers' rights by ensuring honest advertising, ethical business dealings, and correct information in the marketplace. Giving consumers legal options in the case that their rights are violated helps, preventing companies from unfair, or dishonest commercial practices.

**b. Consumer protection legislation in real estate transactions:**

In real estate, consumer protection legislation ensures that properties are accurately described. Unfair contract terms, dishonest advertising, and misleading and deceptive behaviour are all expressly targeted by consumer protection laws. Agents disclose any known mistakes or legal concerns, and that customers are aware of their rights with relation to deposits and cooling-off times. Agents are required by

consumer law to represent the property fairly; otherwise, they risk legal consequences.

*Please enter your response in the blue space above.*

Assessor feedback	Date

*For assessors only.*

7. Legislation outlines the conduct requirements (rules of conduct) for licensed agents and registration holders. Identify the piece of legislation and relevant schedule/part/division/section addressing the following.

- Requirement to perform the agent's duties to a client and carry out the lawful instructions of the client.
- Requirement to have thorough knowledge of relevant practices and procedures, in addition to knowledge of Act and regulations.
- Disclosure of conflicts of interest.

#### **Student response**

The legislation that outlines the conduct requirements for licensed agents and registration holders is the **Agents Licensing Act 1979** and its associated regulations. Below are the relevant parts addressing the specific requirements:

**a. Requirement to perform the agent's duties to a client and carry out the lawful instructions of the client:**

- Schedule:** 4
- Part:** 1 (Rules of Conduct)
- Division:** N/A
- Section:** 1(1) – This section states that a licensed agent is required to carry out their duties to a client with reasonable skill, care, and diligence as well as to professionally and competently carry out the client's legal instructions.

**b. Requirement to have thorough knowledge of relevant practices and procedures, in addition to knowledge of the Act and regulations:**

- Schedule:** 4
- Part:** 1 (Rules of Conduct)
- Division:** N/A
- Section:** 1(2) – In this section agents must understand all applicable practices, procedures, and the terms of the Act and Regulations in order to comply. The agent must have the knowledgeable about real estate laws and professional standards in their specific area.

**c. Disclosure of conflicts of interest:**

- Schedule:** 4
- Part:** 1 (Rules of Conduct)

- **Division:** N/A
- **Section: 4** - According to this section, a licensed agent has to inform the client of any financial or personal interests that might conflict with their duties. Agents are required to constantly act in the client's best interest and avoid from conflicts of interest unless the client has approved them in full.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

8. Real estate activities are regulated in Australia. Answer the following

- Who is the regulator in your state or territory?
- In your own words provide an overview of their role.

#### **Student response**

The Agent Licensing Board is the primary regulator for real estate agents and agency parties in Northern Territory. This organisation is governed by the Agents Licensing Act of 1979. Real estate agents and agent representatives must meet the requirements and comply by the legal standards set in the Agents Licensing Act in order to be licensed by the Agents Licensing Board.

To ensure that agents comply with consumer protection laws the board has various procedures in place such as disciplinary hearings, complaint investigations and also rules and guidelines that is needed to be followed by every real estate agents. This ensures that all the parties involved are treated fairly.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

9. Outline situations where your territory's regulator may suspend or take other disciplinary action against a real estate agent's licence.

#### **Student response**

In the Northern Territory, the **Agents Licensing Board** may suspend or take disciplinary action against a real estate agent's licence in the following situations:

- Misconduct or Dishonesty:** An agent lies to the client or mislead, the regulator can take disciplinary action. Example: Agent knowingly give false information to client about the property damage. Client can complain to the board and regulator can suspend the agent license for misleading the client.
- Breach of Laws and Regulations:** When closing on real estate sales, an

agent routinely makes mistakes in using the appropriate contracts or keeps inaccurate financial records. If they violate the Agents Licensing Act of 1979 again, they risk fines or disciplinary action, and if they do it again, their license may be suspended.

- 3. Conflicts of Interest: Agent is selling his house to a buyer and do not inform that he owns the property could lead to conflict of interest.**  
The board could investigate this failure to disclose a conflict of interest and may decide to suspend or cancel the agent's license. It is unethical not unveiling conflicts of interest which can harm client's interest.
- 4. Failure to Carry Out Client Instructions:** Agents must obey legal orders and act in their clients' best interests. A client asks an agent to list their house for \$500,000, but the agent lists it for \$400,000 without the client's approval. This is a failure to follow the client's lawful instructions. The client could file a complaint, and the agent may face suspension or cancellation of their license.
- 5. Incompetence or Lack of Knowledge:** Agents must have proper knowledge and skills to do their job correctly. Incompetence can harm clients and damage trust in the profession. An agent is unfamiliar with the Northern Territory's real estate laws and incorrectly advises clients on legal matters, leading to problems in a property sale. The board might suspend the agent's license for incompetence.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

10. Research the Act regarding the requirement for an agent's representative to be registered and answer the following:

- a. Does the Act allow for the transfer or lending of a licence or registration? What does the Act state? Discuss any action that can be taken against the licence/registration holder.

***Student response***

Section 111A of the Northern Territory's Agents Licensing Act 1979 makes it very clear that licenses and registrations are not transferable. Thus, a representative of an agent is not permitted to transfer or lend their license to another individual. Because each license or registration is unique to the person or company to whom it was granted, misuse is less likely to occur and accountability is enhanced.

The Act's Section 44 lists the possible disciplinary that can be applied to a license or registration holder. The Agent Licensing board can take disciplinary action such as suspension or cancellation or registration of license including fines and penalties if the holder is proven dishonest, violates the act or neglects to fulfil any duties. The objectives of Act is to protect the public and maintain the integrity of industry which ensures licensed agents or representatives follow ethical standards.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

11. Outline the responsibilities of:

- a. an employer to employee
- b. an employee to employer

**Student response**

**a. Employer's Responsibilities to Employee:** By law and ethics, Employees are entitled to a safety-themed work environment and their employer must comply with workplace health and safety regulations such as the NT Work Safe standards. They must offer proper training, supervision, and all the required apparatus so as to minimize risks. Employers are also obliged to provide additional benefits, including paid leave, retirement savings and reasonable notice of termination; and pay workers fairly according to the applicable award or agreement. Employers must ensure that workplace discrimination is eliminated, harassment cases in all forms, equity at work becomes a reality and personal data confidentiality are safeguarded. Employers also have a duty to safeguard employment contracts, follow legal obligations and ensure the health and wellbeing of their employees at work.

**b. Employee's Responsibilities to Employer:** Employees are expected to follow policies and procedures, maintain schedule and respect the work environment set by the employer. They must conduct their duties while remaining respectful to their colleagues and customers. Employees should not leak sensitive information and always maintain integrity of the business. Workplace safety measures should be adopted and concerns should be immediately reported to the concerned authority.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

12. Looking at the benefits of communication and building good client relationships, answer these questions:

- Explain, in your own words, how rapport can be established with clients.
- Effective communication is vital in establishing positive workplace relationships. Provide:
  - Three (3) advantages of effective communication
  - Three (3) disadvantages of poor communication
- Consider barriers to communication and give your own ideal situation to communicate with clients to ensure information is communicated and received well.

**Student response**

**A. How Rapport Can Be Established with Clients:** Rapport can be established with client by starting with introduction, actively listening to the client in their concerns and be an effective communicator. Using of clear and simple language and maintaining of eye contact will help building the trust. In order to create connection with clients and make them valued need to mirror the communication style and demonstrate reliability and

professionalism.

**b. Effective Communication in Positive Workplace Relationships:** i.

**Three Advantages of Effective Communication:**

- 1) Provide clarity: Effective communication helps in reducing the misunderstanding, mistakes and reduce the cost associated with conflicts.
- 2) Build relationship: Open and transparent communication build trust among friends and with clients creating a cooperative environment.
- 3) Conflict resolution: Good communication helps in finding and solving the misunderstanding or disagreements which can prevent it to be a larger issue.

**ii. Three Disadvantages of Poor Communication:**

- 1) Using of jargon: Using technical terms to the people who are unfamiliar can cause confusion and misunderstandings.
- 2) Poor Listening: Not actively listening can lead to misunderstanding or missing the crucial information of the message.
- 3) Emotional barriers: Personal biases, preferences, or feelings can misshape the gathering of a message.

**c. Ideal Situation for Communicating with Clients:** An ideal

communication scenario would involve a quiet, distraction-free environment where both parties are comfortable and focused. Face-to-face or video calls are preferable for more personal interaction. Active listening, confirming understanding by summarizing key points, and providing follow-up written communication ensure the information is clear and well-received. Maintaining an open line for questions and feedback further ensures effective communication.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

13. Dealing with complaints is inevitable. Respond to the following questions.

- a. What is the positive side to receiving complaints?
- b. What are the actions involved in dealing with complaints?
- c. How do you suggest an agency should deal with complaints? Outline a quick process you would recommend.

**Student response**

**a. Positive Side to Receiving Complaints:** Complaints can provide valuable insights into areas where a business may need improvement. They offer an opportunity to address issues that may have been overlooked, allowing the agency to refine its services and processes. Handling complaints well can also strengthen relationships with clients by showing them that their concerns are taken seriously and resolved promptly, ultimately building trust and loyalty.

**b. Actions Involved in Dealing with Complaints:**

1. **Listen Actively:** Ensure the client feels heard by listening carefully to their complaint, without interrupting.
2. **Acknowledge and Empathize:** Show understanding of the client's frustration and acknowledge their concerns.
3. **Investigate:** Gather relevant details to fully understand the situation and investigate the issue.
4. **Provide a Solution:** Offer a prompt and reasonable solution to resolve the issue or explain the next steps for resolution.
5. **Follow Up:** Ensure the client is satisfied with the resolution and maintain communication if further actions are needed.

**c. Recommended Process for Dealing with Complaints:**

1. **Acknowledge Receipt:** Respond to the complaint immediately, confirming it has been received.
2. **Investigate:** Assign the complaint to a responsible team member who will investigate the issue thoroughly.
3. **Provide Resolution:** Offer a clear and fair resolution within a set timeframe, ensuring transparency throughout the process.
4. **Follow-Up:** Check in with the client after the resolution to ensure satisfaction and document feedback for future improvements.
5. **Review and Learn:** Use the complaint as a learning opportunity to improve services and prevent similar issues from arising.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>
<p>This answer appears to have some use of AI generated text. Please redo in your own words. How and why should any complaints be documented?</p>	

*For assessors only.*

14. There are several industry and government bodies established to assist both the consumer and those involved in the property industry. List four (4) such bodies and explain their individual roles.

**Student response**

Here are four key industry and government bodies that assist both consumers and professionals in the property industry:

1. **Real Estate Institute of Australia (REIA):** The REIA represents the interests of real estate agents at a national level. It advocates for best practices, promotes professional development, and influences policy related to real estate. REIA also provides advice, resources, and training to real estate professionals to uphold ethical standards in the industry.
2. **Australian Competition and Consumer Commission (ACCC):** The ACCC enforces competition and consumer protection laws, ensuring businesses, including those in real estate, operate fairly. It protects consumers from misleading conduct and ensures that real estate transactions, like property sales or rentals, are conducted transparently and without deceptive practices.
3. **Northern Territory Agents Licensing Board:** This board regulates the real estate industry within the Northern Territory. It handles licensing for real estate and business agents, registers agent representatives, investigates misconduct, and conducts disciplinary inquiries to ensure compliance with the Agents Licensing Act 1979.
4. **NT Consumer Affairs:** This government body provides information and advice to protect the rights of consumers, including those involved in property transactions. NT Consumer Affairs handles complaints and disputes between consumers and real estate agents, ensuring fair treatment and legal compliance in property dealings.

*Please enter your response in the blue space above.*

<b>Assessor feedback</b>	<b>Date</b>

*For assessors only.*

### ASSESSMENT TASK 3 – Report on Property Management Scenarios

Look at the following property management situations and explain the best approach.

Property Details Scenario	Applicants	Situation	Course of action
A rental property has 2 applicants for tenancy.  The landlord has requested no pets in the advertising	<p>1. A family from a different racial background has a good income, no pets, and a good rental history.</p> <p>1. A young couple low income and 2 cats and a dog.</p>	<p>Agent advises best option is to choose applicant 1.</p> <p>Landlord chooses applicant 2. They would prefer not to have a family from a different racial background in their property.</p>	<p><i>The agent should suggest choosing Applicant 1, who aligns with the landlord's no-pets policy and seems to have a stable financial background. The landlord should avoid discrimination based on racial background, and selecting Applicant 1 ensures compliance with fair housing laws.</i></p>
Property listed for rent. Landlord has requested he does not want smokers in the property.	-	<p>Can the landlord request this? Why?</p>	<p><i>The landlord can request non-smokers, but they should apply this rule consistently to all applicants. Smoking preferences can be included in the lease agreement, but it is essential that this rule does not result in discrimination or unfair treatment.</i></p>

Property Details Scenario	Applicants	Situation	Course of action
Rental property – No pets allowed	<p><b>1.</b> Person with a companion dog and good rental history references provided to support always kept property clean</p> <p><b>2.</b> Two single males with poor rental history regarding cleanliness and non-payment of rent</p>	Landlord would prefer to take on Applicant 1 but is worried that they have stated no pets on advertising.	<p><i>If the companion dog is required for disability purposes, the landlord must comply with anti-discrimination laws and allow the dog, even if the "no pets" rule exists. The agent should advise the landlord to accept Applicant 1, as their rental history is good, and the dog is legally protected.</i></p>

*Please enter your response in the blue space above.*

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

*For assessors only.*

## **ASSESSMENT TASK 4 – Workplace Project: Checklist**

*You are working in a real estate office and have been asked to create a checklist on agency staff to cover general agency compliance. The aim of the document is to assist with staff allocations, professional development training, compliance with real estate and other regulatory requirements.*

Agency staff summary is provided for you to make suggestions regarding compliance and best practice operation.

***If you are not working in a real estate office yet, please use the learner resources to assist you to complete the table.***

Complete the table, filling in the blanks as required. Consider the following.

- i. Tasks to be carried out as part of the role.
- ii. Appropriate licence/registration required for the position.
- iii. Training completion calendar.
  - When to complete – consider a timeframe well before expiry.
  - What to complete and how/where
  - Potential for training to upgrade to licence
  - Keeping up to date with legislation changes/updates
  - Ensuring new staff are aware of rules of conduct – possible induction training
- iv. Pay and wages – award and type of employment conditions.

<b>Agency staff details / role description</b>	<b>Tasks / activities</b> To be undertaken as part of role.	<b>Licence / registration required</b> (Minimum requirement)	<b>Training schedule</b> Time to commence, suggested topic area for training.	<b>Recommended award</b> Employment type as listed in award.
<p><b>Residential property manager</b></p> <p>Works part-time Monday and Wednesday every week</p> <p>Licenced Real Estate Agent expiry 15 June</p> <p>Has excellent communication skills but has made a few mistakes centred around some changes to tenancy legislation</p>	<p>Manage residential rental properties, liaise with tenants/landlords, handle rent collection, and tenancy compliance under the Residential Tenancies Act 1999</p>	<p>Registered Real Estate Agent (Licence expiry: 15 June)</p>	<p>Annual CPD on tenancy law, property management updates, compliance training before licence renewal</p>	<p>Property Manager Award (Part-time)</p>

<b>Agency staff details / role description</b>	<b>Tasks / activities</b> To be undertaken as part of role.	<b>Licence / registration required</b> (Minimum requirement)	<b>Training schedule</b> Time to commence, suggested topic area for training.	<b>Recommended award</b> Employment type as listed in award.
<p><b>Residential real estate salesperson</b></p> <p>Works full time Tuesday to Saturday - some flexibility with hours to allow for property inspections</p> <p>Registration anniversary 22<sup>nd</sup> September</p> <p>Communication skills are on point, compliance with conduct and legislation is running smoothly</p>	<p>Sell residential properties, conduct property appraisals, attend auctions, manage client inquiries</p>	<p>Registered Salesperson (Registration anniversary: 22 September)</p>	<p>Annual CPD training on sales, marketing, and compliance with NT real estate regulations</p>	<p>Real Estate Salesperson Award (Full-time)</p>

<b>Agency staff details / role description</b>	<b>Tasks / activities</b> To be undertaken as part of role.	<b>Licence / registration required</b> (Minimum requirement)	<b>Training schedule</b> Time to commence, suggested topic area for training.	<b>Recommended award</b> Employment type as listed in award.
<p><b>Agency licensee in charge/principal</b></p> <p>Full-time employment no set hours</p> <p>Licence renewal 17<sup>th</sup> March</p> <p>Training completed some years ago. Trust account skills could be better</p>	<p>Oversee daily operations, manage trust accounts, supervise staff, ensure compliance with Agents Licensing Act 1979</p>	<p>Real Estate Licensee (Licence renewal: 17 March)</p>	<p>CPD focused on trust account management, NT-specific laws (e.g., Agents Licensing Act), leadership</p>	<p>Principal Award (Full-time)</p>

Agency staff details / role description	Tasks / activities	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
<p><b>Senior property manager</b> Full-time employee Certificate with many years of experience Registration anniversary 8<sup>th</sup> November Would like to act as Licensee in charge when Principal is on leave</p>	<p>To be undertaken as part of role.</p> <p>Manage multiple properties, supervise property management team, resolve complex tenancy issues</p>	<p><i>Registered Real Estate Agent (Registration anniversary: 8 November)</i></p>	<p><i>Licensee in charge training, CPD in advanced property management</i></p>	<p><i>Senior Property Manager Award (Full-time)</i></p>

<b>Agency staff details / role description</b>	<b>Tasks / activities</b> To be undertaken as part of role.	<b>Licence / registration required</b> (Minimum requirement)	<b>Training schedule</b> Time to commence, suggested topic area for training.	<b>Recommended award</b> Employment type as listed in award.
<p><b>Agency receptionist</b></p> <p>Full-time employment Monday, Tuesday to Saturday</p> <p>Currently handles only telephone enquiries</p> <p>No registration or licence held</p> <p>Would like to take a more Real Estate orientated role and handle property enquiries</p>	<p>Answer phone inquiries, provide admin support, assist with property inquiries</p>	<p>No licence/registration required</p>	<p>Customer service, training on handling real estate-related inquiries, potential training to become registered salesperson</p>	<p>Receptionist Award (Full-time)</p>

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
<b>Receptionist - casual</b> Monday and other days as required Registration anniversary 22 <sup>nd</sup> August Does not feel confident advising clients of final stages of property sales	Handle client inquiries, support admin tasks, assist in property sales stages	Registered Salesperson (Registration anniversary: 22 August)	Training on final sale stages, improving client confidence and communication	Receptionist Award (Casual)
<b>New starter</b> To work full-time assisting with property sales No registration yet	Assist with property sales, property inspections, and client liaison	No registration yet	Begin training for CPP41419 Certificate IV in Real Estate Practice, mandatory for registration	Real Estate Salesperson Award (Full-time)

Please enter your response in the blue space above.

Assessor feedback	Date
Well completed.	



# END OF QUESTIONS

Once you have completed all questions and any additional documents requiring completion, follow the steps below to upload your work for grading.



## STEP 1

Save this file as a Microsoft Word document



## STEP 2

Log in to the Student Portal and go to your course



## STEP 3

Click on the link under the 'Assessment tasks' header



## STEP 4

Click the 'Add submission' button



## STEP 5

Select and upload your document(s)



## STEP 6

Click the 'Save changes' button



Q: Following submission, when will my assessment tasks be graded?

A: Assessment tasks are typically graded within five business days following submission via the Student Portal. Please don't hesitate to contact us if your submission is not graded within this period.



Q: Do I need to pay a resubmission fee if my work is graded 'Not yet competent'?

A: We charge no resubmission fees! Students can resubmit assessment tasks as many times as is needed to reach a 'Competent' grade.



**MORE FAQS**



Q: How many times am I allowed to resubmit?

A: As many times as you need. We will work with you to help you gain a 'Competent' grade.